



SHADOW Real-time Dashboard from Resource Software International

Most companies are faced with fierce competition, tight margins and demanding customers. Cost control and intelligent investment decisions are not only a necessity, but for many, a matter of survival.

SHADOW Real-time Dashboard (RTD), from Avaya DevConnect Technology Partner Resource Software International (RSI), provides supervisors with instantaneous metrics about their communication facilities and offers call center agents immediate feedback. With SHADOW RTD, companies can improve contact center performance without having to rip and replace existing equipment.

An Avaya SMEC Premier Partner Solution, SHADOW RTD accesses system metrics from Avaya IP Office via CTI Link Pro. Avaya IP Office is an intelligent communications solution specially designed to meet the communications challenges facing small and midsize businesses. IP Office delivers the communications capabilities big businesses are used to with the simplicity and ease of use small businesses require.

Using the data collected from IP Office, SHADOW RTD can be configured to highlight and alert managers if pre-set

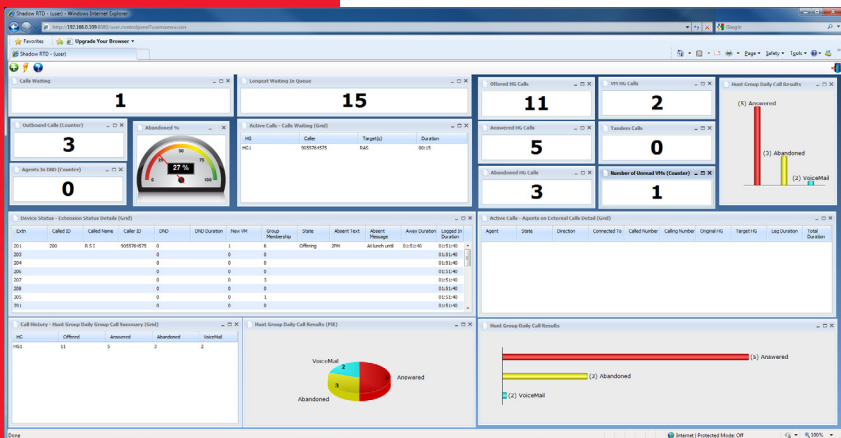
triggers are met or exceeded. Managers can view statistics for multiple communication facilities from one browser, and receive alerts via e-mail, text message, audible alarm, screen flash or network broadcast. Browser accessibility also allows managers to access SHADOW RTD statistics locally, or from a remote location via laptop, tablet or smartphone.

Features

- Hunt group, traffic or emergency event analysis for one or more network facilities
- Mission-critical data monitoring for agent, auto attendant, voice mail and other usage metrics
- Real-time grids, graphs and other widgets identify activity, patterns and trends
- Browser-based interface is accessible by one or more users for real-time local or remote monitoring
- Real-time notification of user defined system alerts to SMS, e-mail, audible alarm and broadcast to online users

Benefits

- **Dynamic communication system.** Real-time monitoring allows administrators to highlight bottlenecks, system hacks, overflows and response times, helping create a more dynamic and effective communication ecosystem.



About DevConnect

The Avaya DevConnect Program provides a wide range of developer resources, including access to APIs and SDKs for Avaya products, developer tools, technical support options and training materials. Registered membership is free to anyone interested in designing Avaya-compatible solutions. Enhanced Membership options offer increased levels of technical support, compliance testing, and co-marketing of innovative solutions compatible with standards-based Avaya solutions. To learn more, or register for membership, please visit www.avaya.com/devconnect.

About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, networking and related services to companies of all sizes around the world. For more information please visit www.avaya.com.

- **Improved performance.** Instantaneous metrics provides supervisors with real-time performance statistics and offers contact center agents immediate feedback, helping improve contact center response times and effectively manage staffing requirements.
- **Enhanced mobility.** Browser-based access allows managers to retrieve real-time communication metrics from their desktop, tablet or mobile device, enabling them to immediately react to faults on mission-critical facilities from anywhere.

System Requirements

SHADOW Real Time Dashboard requires one processor to host the server software. Other software requirements include:

- Application server: Microsoft Windows XP, Windows 2003, Windows Vista, Windows 7 or later operating system
- Client PC: Latest version of Microsoft Internet Explorer, Apple Safari, Mozilla Firefox or other popular browser

Learn More

To learn more about Avaya solutions and DevConnect partner Resource Software International Ltd., contact your Avaya Account Manager or Avaya Authorized Partner. Or, visit us online at avaya.com.

About Resource Software International

Founded in 1990, RSI develops, manufactures and distributes total communication management solutions for small to medium and large enterprise organizations. It offers a wide range of products including call accounting, hotel/motel billing, healthcare management, real-time dashboard, contact center reporting, switch administration, emergency notification wireless/mobile tracking, CTI applications and cloud-based telecom services. RSI offers organizations the training and resources they need to determine the health of their communications ecosystem.

The RSI call management portfolio spans a broad range of industries including retail, education, tourism, brokerage, professional, hospitality and healthcare as well as government. It also provides unique integration to hotel property management systems, emergency notification and professional accounting packages.

Headquartered in Oshawa, Ontario, RSI has distributors in Australia, New Zealand, Asia, Europe, South America, United States and Canada.

For more information, visit www.telecost.com/avaya.

About Avaya SMEC PPS

The Avaya Small and Medium Enterprise Communications (SMEC) Premier Partner Solutions (PPS) Program brings best-in-class developer partners with innovative solutions for Avaya IP Office into a more collaborative alliance with Avaya SMEC. This collaborative relationship helps enhance the Avaya IP Office platform by allowing better innovation of third-party solutions.

All DevConnect partners in the SMEC PPS Program offer compliance-tested products that enhance customer productivity. Partners are selected based on how well their solutions solve customer communications problems when packaged with the Avaya IP Office platform.

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